BELLSOUTH

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September 25, 1996

Ex Parte

Mr. William F. Caton
Acting Secretary
1919 M Street, NW, Room 222
Washington, D.C. 20554

        Re: CC Docket No. 96-98

Dear Mr. Caton:

Today, Gloria Calhoun and the undersigned representing BellSouth met with Richard Metzger, David Ellen, Kalpak Gude and Robert Tanner of the Common Carrier Bureau in connection with the above referenced proceeding. During this meeting, the attached material was used to discuss the status of BellSouth's operational interfaces.

Please call me if you have any questions.

Very truly yours,

W.W (Whit) Jordan
Executive Director - Federal Regulatory

Attachment

cc: Richard Metzger
David Ellen
Kalpak Gude
Robert Tanner

No. of Copies rec'd O&H
List A B C D E

Status of BellSouth's Operational Interfaces

- ◆ BellSouth already has provided several interfaces
- ◆ BellSouth will complete additional interfaces by December 31, 1996
- ◆ Still additional work will be complete by March 31, 1997
  - This timeline is driven by the complexity of the development effort

Phase I: Pre-Ordering Interfaces*

- ◆ **Function:** Advise customer of feature and service availability, without consulting BellSouth
  - − *Interfaces: Real-time access to serving central office information, with electronic access to features and services for each central office*
  - − **Availability:** Available now
- ◆ **Function:** Assign a telephone number, without consulting BellSouth
  - − *Interface: Data file of pre-reserved telephone numbers for each requested central office*
  - − **Availability:** Computer diskette available now; electronic file transfer by October 15, 1996
- ◆ **Function:** Validate street address for service order purposes
  - − *Interface: Real-time access to street address guide information*
  - − **Availability:** Available now
- ◆ **Function:** Schedule an installation date, without consulting BellSouth
  - − *Interim Arrangement: Due date guidelines*
  - − **Availability:** Available now

*Note: Pre-ordering information only applies to orders involving new service or feature changes. It is not needed for existing customers simply changing to a reseller without feature or number changes (i.e., "switch as is").

Phase II: Pre-Ordering Interfaces

- ◆ **Functions:**   Determine feature and service availability
    Assign telephone numbers
    Validate street address
    Calculate due date
  - *Interface: Real-time interactive pre-ordering interface*
  - **Availability:** March 31, 1997 (as per Georgia PSC order)

The complexity of the development effort is driving the timeline:
- Number of systems involved adds to the complexity
- Requires purchase and installation of new computer platform to establish the electronic gateway
- Presentation software must be developed and tested to display the database information
- The databases must be modified to provide the necessary data to the presentation system
- BellSouth not internally staffed for effort; must acquire outside programming resources

Pre-Ordering Interface for Resellers - Phase I and Phase II Solutions

LEGEND

Phase I ———(OR)·········

Available As of May, 1996

Phase II

In design phase, completion date April, 1997

Estimated Cost: $6-7 Million

Contacts Reseller
to Establish Service

Reseller offers Customer
Available Services,
Assigns Number and
Establishes Due Date

**New
Customer**

Reseller

P/SIMS
File

P/SIMS
RSAG

Serving Central
Office; Feature &
Service Availability;
Available IXC's

"Pre-Ordering"
Electronic Communications
Gateway

Pre-Ordering information is required
ONLY when establishing service or
making changes in features or telephone
numbers. It is NOT required to
switch existing customers from
BellSouth to a reseller.

OR

Reserved Telephone Numbers
(Interim data file option under development)

ATLAS

Telephone
Numbers

LCSC
Service Rep

OR

RSAG
DSAP

Due Dates
Facility Availability

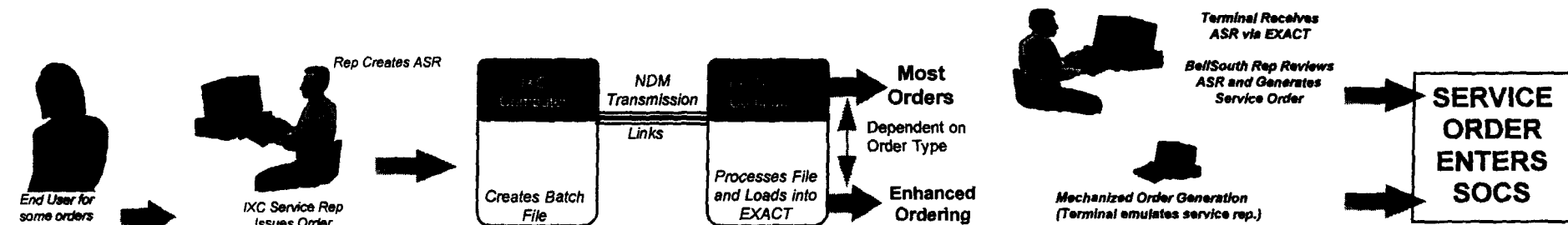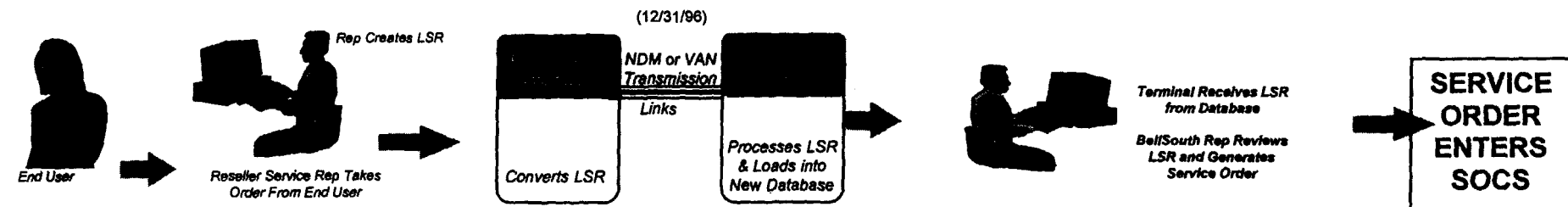|	
P/SIMS	Service and Feature Database
ATLAS	Telephone Number Database
RSAG	Regional Street Address Guide
RSAG Gateway	Existing IXC Application
DSAP	Due Date Support Application

Due Date
Guidelines

Electronic Ordering Interfaces

◆**Function:** Ordering interconnection trunking and most
unbundled elements
- *Interface:* *Electronic access ordering process*
- **Availability:** Available now

◆**Function:** Ordering resold services and unbundled elements
such as listings
- *Interface:* *Electronic Data Interchange (EDI) Process*
- **Availability:** December 31, 1996

Comparison of Access and Resale Electronic Order Communications Processes

Access Process

Rep Creates ASR

NDM
Transmission

Links

Most Orders

Dependent on
Order Type

Processes File
and Loads into
EXACT

Enhanced Ordering

Creates Batch
File

End User for
some orders
(e.g. Special
Access)

IXC Service Rep
Issues Order

*Terminal Receives
ASR via EXACT*

*BellSouth Rep Reviews
ASR and Generates
Service Order*

*Mechanized Order Generation
(Terminal emulates service rep.)*

SERVICE ORDER ENTERS SOCS

Resale Process

(12/31/96)

Rep Creates LSR

NDM or VAN
Transmission

Links

Converts LSR

Processes LSR
& Loads into
New Database

End User

Reseller Service Rep Takes
Order From End User

*Terminal Receives LSR
from Database*

*BellSouth Rep Reviews
LSR and Generates
Service Order*

SERVICE ORDER ENTERS SOCS

Electronic communication for resale is comparable to the electronic process for access ordering. In either case, BellSouth service representatives and systems create appropriate service orders.

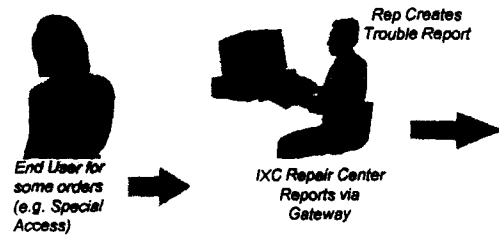|			
ASR	Access Service Request	LCSC	Local Carrier Service Center
EDI	Electronic Data Interchange	LSR	Local Service Request
EXACT	Exchange Access Control and Tracking System	SOCS	Service Order Control System
NDM	Network Data Mover	VAN	Value Added Network

Electronic Trouble Reporting

◆**Function:** Report troubles electronically, including resold services
  - *Interface: Real-time, interactive interface through IXC trouble reporting gateway*
  - **Availability:** Available now

◆**Function:** Perform interactive trouble diagnosis on resold local exchange lines
  - *Interface: Interactive testing enhancement*
  - **Availability:** March 31, 1997 (as per Georgia PSC order)

The complexity of the development effort is driving the timeline for the interactive testing enhancement:
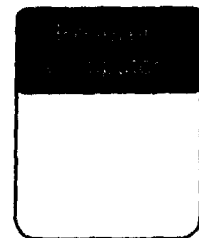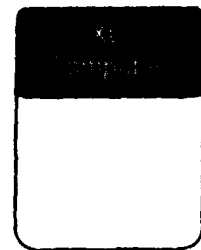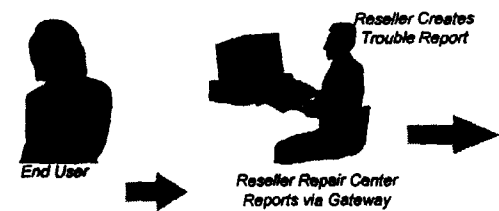 - Not originally built for external access; requires extensive modifications
  - BellSouth not internally staffed for effort; must acquire outside programming resources
  - Development requires thousands of programmer hours
  - Requires purchase and installation of new computer platform to establish connectivity with external users

Comparison of Access and Resale Processes for Electronic Trouble Reporting

Access Process

End User for some orders (e.g. Special Access)

IXC Repair Center Reports via Gateway

Rep Creates Trouble Report

Electronic communication for resale trouble reporting is comparable to the electronic process for access trouble reporting. Reseller also has the option to report verbally, just as IXCs do. Either way, resellers' end users are given the same repair appointment interval as BellSouth's end users.

Resale Process

End User

Reseller Repair Center Reports via Gateway

Reseller Creates Trouble Report

Transmission Links

Gateway
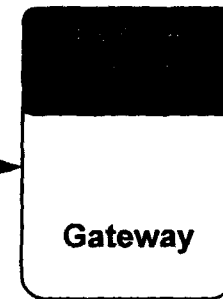
BellSouth Receives Report and Begins Testing
Establishes Repair Appointment
May Do Further Testing
Dispatches and Repairs Circuits and/or Line

Advises IXC or Reseller Complete and Closes Trouble Ticket

Billing Interface

◆**Function:** Obtain daily billable usage detail for billing
purposes

- *Interface: Electronic access to daily usage file*
- **Availability:** Available now

Operational Interfaces for Resellers to Obtain End User Bill Data *(Includes Electronic Options)*

Reseller

In anticipation of resellers' need for daily billing detail, BellSouth completed an electronic interface to provide such data on March 31, 1996. Electronic options also are available for monthly bills.

BellSouth Switching Offices

ALL RESALE SERVICES PROVIDED OVER BELLSOUTH'S NETWORK

Customer A

Reseller bills customer A

Transmission options

•Data link - reseller accesses file at will
•Tape mailed daily

BellSouth Billing System

Reflects Resale Discount

Assembles Billing Information

Creates monthly summary bill to reseller with line level detail (includes usage)

Monthly Bill Options

✓Diskette analyzer   ✓Magnetic tape
✓EDI transmission   ✓CD Rom   ✓Paper

Optional Daily Usage File

Daily Usage Option Allows:
•Fraud detection
•Bill end user at resellers' discretion
•Toll credit limits
•Analysis of customer calling patterns

Example: Customer A buys from reseller:

Local Line......... monthly charge
Touchtone.........monthly charge
Call Waiting....... monthly charge

Access to:
•411.................charge per call
•Operator...........charge per call
•Toll......*charge per:*
    1. IntraLATA call
    2. Collect
   3. Third number billed

Automatic Message Accounting System

Timeline and Estimated Cost for Electronic Interfaces

	1995									1996												1997											
M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D

Pre-Ordering

11/95 Phase I Pre-Ordering Interim Solution 5/96
$ 200K

Evaluate & Design Phase II Pre-Ordering
11/95   4/96 5/96   9/96
$ 500 K

Implement Long
Term Pre-Ordering   4/97

Ordering

EDI Order Communications
11/95   12/96
Basic & Complex

Establish LCSC
11/95   11/95

Determine use of access ordering
7/95   10/95

Trouble Reporting

Determine Use of Existing IXC Gateway
11/95   2/96

Interactive
7/96   Testing Enhancement   4/97

Billing

AT&T Requested
Enhancement
6/95 Develop daily usage file for resellers 3/96
5/96   9/96